



Record_With_Confirm

The `Record_With_Confirm` voice element combines the functionality of the `Record` voice element with that of the `MenuYesNo` voice element. The voice element records the caller's voice, then prompts the caller to confirm that the recording is acceptable. The caller can then accept or reject the confirmation or ask to have the message replayed. If the caller accepts the recording, the voice element saves the file just as the `Record` voice element does. This voice element contains all settings and audio groups from both the `Record` and `MenuYesNo` voice elements, however audio groups that are found in both voice elements (`nomatch`, `noinput`, and `help`) are now named differently for them to be distinguished.

- [Settings, on page 1](#)
- [Element Data, on page 5](#)
- [Exit States, on page 5](#)
- [Audio Groups, on page 6](#)
- [Folder and Class Information, on page 7](#)
- [Events, on page 7](#)

Settings

| Name (Label) | Type | Req'd | Single Setting Value | Sub. Allowed | Default | Notes |
|---|----------------|-------|----------------------|--------------|---------|---|
| <code>inputmode</code> (Input Mode) | string enum | Yes | true | true | both | The type of entry allowed for input during confirmation. Possible values are: <code>voice</code> <code>dtmf</code> <code>both</code> . |
| <code>noinput_timeout</code> (Noinput Timeout) | string | Yes | true | true | 5s | The maximum time allowed for silence or no keypress before a <code>noinput</code> event is thrown. Possible values are standard time designations including both a non-negative number and a time unit, for example, 3s (for seconds) or 3000ms (for milliseconds). Default = 5s. |

| | | | | | | |
|--|---------|-----|------|------|---|---|
| record_max_noinput_count (Record Max NoInput Count) | int ≥ 0 | Yes | true | true | 3 | The maximum number of noinput events allowed during input capture. 0 = infinite noinputs allowed. |
| confirm_max_noinput_count (Confirm Max NoInput Count) | int ≥ 0 | Yes | true | true | 3 | The maximum number of noinput events allowed during confirmation. 0 = infinite noinputs allowed. |
| confirm_max_nomatch_count (Confirm Max NoMatch Count) | int ≥ 0 | Yes | true | true | 3 | The maximum number of nomatch events allowed during confirmation. 0 = infinite nomatches allowed. |
| max_disconfirmed_count (Max Disconfirmed Count) | int ≥ 0 | Yes | true | true | 3 | <p>The maximum number of times a caller is allowed to reject a recording. 0 = infinite disconfirmations allowed.</p> <p>Note Special consideration must be taken for the "ivr record memory session" setting on the gateway: Each time a caller "disconfirms" a recording made while using the Record_With_Confirm element, the disaffirmed recording(s) remain in memory on the gateway. Depending on the "ivr record memory session" setting on the gateway and the configured values for the "Max Disconfirmed Count" and "Max Record Time" settings in the Record_With_Confirm element, a caller may exhaust all available memory on the gateway for their session. At which point the gateway will drop the call.</p> |

| | | | | | | | |
|--|------------------------|-----|------|------|-------|--|---|
| | | | | | | | <p>Note In general, to prevent calls from being dropped while using the Record_With_Confirm element, the following formula should be adhered to: ("Max Record Time" in seconds * audio codec bitrate in kilobytes/second) * "Max Disconfirmed Count" < "ivr record memory session" setting, in kilobytes. Testing should be done by increasing values for the gateway's "ivr record memory session" setting until an acceptable amount of audio/retries are accepted without exhausting the gateway's session memory (dropped calls).</p> |
| confirm_confidence_level (Confirm Confidence Level) | decimal (0.0 – 1.0) | Yes | true | true | 0.50 | The confidence level threshold to use for the confirmation. | |
| start_with_beep (Start With Beep) | boolean | Yes | true | true | true | Whether or not to play a beep before recording begins. | |
| terminate_on_dtmf (Terminate On DTMF) | boolean | Yes | true | true | true | Whether or not the caller can end the recording by pressing a touchtone key. | |
| keep_recording_on_hangup (Keep Recording On Hangup) | boolean | Yes | true | true | false | Whether or not the recording is stored if the caller hung up while making the recording or during the confirmation menu. Default = false. | |
| max_record_time (Max Record Time) | string | Yes | true | true | 180s | The maximum time (in seconds) the recording is allowed to last. Possible values are standard time designations including a positive integer followed by s (for seconds), for example, 30s. Default = 180s. | |
| final_silence (Final Silence) | string | Yes | true | true | 4s | The interval of silence (in seconds or milliseconds) that indicates the end of speech. Possible values are standard time designations including both a positive integer and a time unit | |

| | | | | | | |
|------------------------------------|----------------|-----|------|------|-------|---|
| | | | | | | <p>identifier, for example, 3s (for 3 seconds) or 300ms (for 300 milliseconds). Default = 4s.</p> <p>Note For silence detection to work, you must enable Voice Activity Detection (VAD) in the gateway dial-peers. Manually remove NO VAD from the configuration script and replace it with VAD.</p> |
| replay (Replay) | boolean | Yes | true | true | false | Adds an option to replay the confirm initial audio groups. |
| filename (Filename) | string | No | true | true | None | The filename of the recording (without extension). If left blank, an auto-generated filename will be used. |
| file_type (File Type) | string enum | Yes | true | true | wav | This specifies the audio type of the file that will hold the recording. Possible values are: wav vox au other. |
| mime_type (Mime Type) | string | Yes | true | true | None | This specifies the MIME type of the file that will hold the recording, if file_type is set to other. |
| file_extension (File Extension) | string | No | true | true | None | This specifies the file extension to use for the recorded file. A file extension different from the file type can be used. For example, with a mime type of vox, the file extension could be set to ulaw. |
| path (Path) | string | No | true | true | None | The path to the file that will hold the recording. Either the path, ftp host, or both must be specified. |
| ftp_host (FTP Host) | string | No | true | true | None | The domain name of the host to FTP the recording. Either the path, ftp host, or both must be specified. |
| Secure (Secure) | boolean | Yes | true | true | false | Whether or not to enable Secure File Transfer protocol (SFTP). Default = false, indicates file transfer happens over FTP by default. |
| ftp_user (FTP User) | string | Yes | true | true | None | The user name to use while FTPing the recording, if ftp_host is set. |

| | | | | | | |
|--|---------|-----|------|------|------|--|
| ftp_password (FTP Password) | string | Yes | true | true | None | The password to use while FTPing the recording, if ftp_host is set. |
| ftp_path (FTP Path) | string | No | true | true | None | The directory in which to FTP the recording, if ftp_host is set. |
| ftp_in_background (FTP In Background) | boolean | Yes | true | true | true | Whether or not the FTP is to be performed in the background, if ftp_host is set. |

Note For settings, for Record_With_Confirm, follow these procedures:

- The path setting does not require a trailing slash. The voice element will determine the appropriate destination. The path may be specified in operating system specific format (for example, on Windows it might be specified as `C:\directory\subdirectory\` and on UNIX it might be `/usr/local/directory/`).
- For a recording to be stored, you can choose either to store it locally or remotely. For locally on the VXML server itself, configure only the filename (`myfile`) and the path (`c:/recordings/`). For remotely on a ftp server, configure the filename (`myfile`) and the FTP details such as: host, user, path, and password. Once your record element is configured, determine the url to access the recording from an external system. Run a simple test by playing the recording from your web browser. Make use of the url: `http://<ftpserver>/<ftppath>/filename`. Find the correct path to play the audio file and use the same url in the audio element settings.
- If `terminate_on_DTMF` is *false* or off, recording will stop only after the voice browser reaches the input timeout.
- Some voice browsers may not accept all options provided for the `file_type` and `mime_type` settings. Check your voice browser documentation for information on supported audio types.
- It is important to ensure that VXML Server has permission to save audio files to the specified path.

Element Data

| Name | Type | Notes |
|----------------------|---------|---|
| filename | string | This stores the filename of the recording (without the path). |
| filepath | string | This stores the path to the file holding the recording (including the filename). |
| confirm_confidence | float | This is the confidence value of the utterance for the confirmation menu. |
| hungUpWhileRecording | boolean | This stores a <i>true</i> if the caller hung up while making the recording or the confirmation menu, <i>false</i> if not. |

Exit States

| Name | Notes |
|------|-------|
|------|-------|

| | |
|------------------|---|
| max_nomatch | The maximum number of nomatch events has occurred. If the nomatch max count is 0, this exit state will never occur. |
| max_noinput | The maximum number of noinput events has occurred. If the noinput max count is 0, this exit state will never occur. |
| max_disconfirmed | The maximum number of disconfirmations has occurred. If the max disconfirmed count is set to 0, this exit state will never occur. |
| done | The recorded message was confirmed. |

Audio Groups

Record Capture

| Name (Label) | Req'd | Max1 | Notes |
|--|-------|------|--|
| record_initial_audio_group (Record Initial) | Yes | Yes | Played when the voice element first begins. |
| record_noinput_audio_group (Record NoInput) | No | No | Played when a noinput event occurs during recording. |

Record Confirm

| Name (Label) | Req'd | Max1 | Notes |
|--|-------|------|---|
| before_confirm_audio_group (Before Confirm) | No | Yes | Played before the recording is played back. The recording will be played back after this audio group is done playing. |
| after_confirm_audio_group (After Confirm) | No | Yes | Played after the recording is played back. At least one of the two confirm prompts must be specified. |
| confirm_nomatch_audio_group (Confirm NoMatch) | No | No | Played when a nomatch event occurs during confirmation. |
| confirm_noinput_audio_group (Confirm NoInput) | No | No | Played when a noinput event occurs during confirmation. |
| confirm_help_audio_group (Confirm Help) | No | No | Played when the caller asks for help during the confirmation menu. If not specified, help is treated as a nomatch by default. |
| max_disconfirmed_audio_group | No | Yes | Played after the caller disconfirms the recorded entry, upon reaching the <code>max_disconfirmed_count</code> . |

| | | |
|--------------------|--|---|
| (Max Disconfirmed) | | The prompt should be about exiting with the <code>max_disconfirmed</code> exit state. |
|--------------------|--|---|

Folder and Class Information

| Studio Element Folder Name | Class Name |
|----------------------------|--|
| Record | com.audium.server.voiceElement.record.MRecordWithConfirm |

Events

| Name (Label) | Notes |
|---------------|---|
| Event Handler | You can select either VXML Event or Java Exception as event handler type from the drop-down list. |

